

Certification of CPNI Filing

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LocalTel Communication's Privacy Policy

In the United States, CPNI (Customer Proprietary Network Information) is information that telecommunications services such as local, long distance, and wireless telephone companies acquire about their subscribers in the normal course of business. It includes not only what services they use but their amount and type of usage. Customer Proprietary Network Information is defined by Section 222 of the Telecommunications Act of 1996 as:

- a. Information about the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and
- b. Information contained in the bills pertaining to telephone exchange service or toll service received by a customer of a carrier.

Section 222 together with clarifications from the Federal Communications Commission (FCC) generally prohibits the use of that information without customer permission. Examples of CPNI include information available from details on a customer's monthly telephone bill—the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns. The CPNI rules do not prohibit the gathering and publishing of aggregate customer information (name, address and billing telephone number) nor the use of customer information for the purpose of creating directories.

To provide our customers with their own accurate, detailed billing information, we maintain detailed records. LocalTel Communications does not sell CPNI to any party and abides by the federal and/or state CPNI rules that apply to all telecommunications carriers. If you subscribe to our local telephone service, we provide you with the opportunity to request that your personal information (name, address and billing telephone number) not be published in the directories or be made available through directory assistance. We will keep customers' personal information secure and confidential. However, LocalTel Communications may be required to disclose CPNI for legal and regulatory reasons such as a court order, to investigate fraud or other unlawful uses of communications services.